Description of Services

Revamping websites of District and Divisional Secretariats

1. INTRODUCTION

1.1 The Government of Sri Lanka (GoSL) is the principal service provider for citizens of the country. Every citizen will need to interact with government organizations for various information and requirements/services throughout his or her life. Presently, Information and Communication Technology based communication strategies are becoming more popular over traditional communication methods in providing more citizen friendly, up to date and interactive information to the public. As a result, government organizations in many countries use various strategies to be more citizen friendly, in providing information and services. Providing information over the Internet through official websites is one such strategy.

1.2 There are 25 District Secretariats and 332 Divisional Secretariats situated around the country. Since most of the ministries and departments provide their services through District and Divisional Secretariats those secretariats have become the key citizen service delivery points.

2. OBJECTIVE OF CONSULTANCY

2.1 The general objective of this consultancy is to develop a set of web site templates for District and Divisional Secretariats for enabling those organizations to have unique web appearance. The specific objective of this consultancy can be spelled out as follows.

2.2 Revamp all district and divisional secretariat websites with latest version to meet nonfunctional requirements such as security, performance, reliable and etc-

2.3 Develop template for common DS web Portal using an Open Source Content Management System (CMS).

2.4 Develop 5 different templates which can be applied for the District and Divisional secretariat websites.

3. SCOPE OF SERVICE

3.1 Study the main functions and services provided by DS and District to understand its scope of work.

3.2 Design the website structure and finalize the information architecture of the website for providing information and services in all three languages (Sinhala, Tamil and English) and obtain the acceptance from CMT.

3.3 Draft the Software (web) Requirement Specifications of the new websites, present it to the CMT and obtain the sign-off.

3.4 The content for the original pages will be taken from the district secretariat website and divisional secretariat website

3.5 Prepare suitable templates for the DS web portal, District and Divisional Secretariat websites in consultation with ICTA

3.6 Develop templates compatible with latest stable version of open source Content Management System (CMS).

3.7 The consultant should develop 5 different templates which could be applied for all necessary pages of District and Divisional Secretariat websites. All templates should be presented to ICTA representatives for sign off.

3.8 The templates should facilitate incorporating text, graphics, animations, sounds, video clips, forms, databases downloadable forms, plugging, API's etc. to the sites. The scripting languages should be compatible with all browsers, responsiveness and the hosting server platform.

3.9 The exact copy of the developed website shall be used as a clone to develop a new District/ Divisional Secretariat site. System Admin users should be able to change the content/ images and etc in the clone copy through a CMS.

3.10 Web consultant should develop the templates adhering to the Word Wide Web (W3C) standards and latest version of Web standards for Government web development which is available at

https://www.icta.lk/icta-assets/uploads/2016/03/Government_web_standards.v3.pdf

3.11 Consultant should provide temporary hosting facility in order to provide frequent review comments of Progress Review Committee (PRC) until the assignment is sign-off.

3.12 The consultant should demonstrate the suitability and capability of each template for accumulating the necessary content and ability of changing the template of 3 types of websites (portal, District Secretariats and Divisional Secretariats).

3.13 Maintenance of website

3.13.1 Provide maintenance support to till the end of 2017 year period from the date of deploying website in production server. The consultant should assist ICTA and relevant DS and District officers for sorting out issues in templates for a period of one (1) year from the date of acceptance (sign off) issued by the District and Divisional Secretariat.

3.13.2 Attend to all types of corrective maintenances (Bug fixing) in the templates. If user discovers any error/failure in the developed templates, consultant should respond and rectify immediately. Meantime to Response (MTR) should not exceed one hour and Mean Time to Resolution shouldn't exceed 24 hours from the time its informed. Notification of errors/failures should be possible through email, telephone, fax or in letter format.

4. OWNERSHIP OF THE TEMPLATES

4.1 The intellectual property rights relating to the graphics, photos (captured by the photographers), text, artwork, design, sound recordings, software, database, and any other components developed for this project by the consultant shall be the property of the ICTA and ICTA shall have the right to transfer such rights to the respective public sector organization.

4.2 The consultant should provide soft copies of all source codes, databases, Content Management Tool, graphics, design documentations and other related documents used for the development of Templates to ICTA.

4.3 Any proprietary software components belonging to the consultant shall be licensed to ICTA for perpetual use. The consultant shall require making appropriate arrangements to make available the source code of the said proprietary software to the client in the event of either bankruptcy or winding of merger of the consultant's services.

4.4 Admin passwords (including super user password) of the Content Management Tool and VPN password should be handed over to the ICTA after signing off from the assignment. If required the passwords can be obtained from ICTA during maintenance period.

5. QUALIFICATION OF CONSULTANTS

Consultant must meet minimum qualification requirements stipulated as per the table below,

Key Professional Staff	Academic	Experience in the <u>Proposed Role</u>	Knowledge on Sinhala and Tamil	No of Employees Required
Project Manager	Diploma in IT or equivalent	3 years	-	1
Tech Lead	B. Sc in IT or equivalent	2 years	Yes	1
Senior Software Engineer	B. Sc in IT or equivalent	2 years	Yes	1
Software Engineer (s)	B. Sc in IT or equivalent	1 year	Yes	2
UI Engineer	B. Sc in IT or equivalent	2 years	-	1
QA Engineers	B. Sc in IT or equivalent	2 years	-	1

	Trainers (web)	Diploma in IT or equivalent	2 years	Yes	2

Other:
Be familiar with eGovernment policy and Government web standards published by ICTA

6. OUTPUTS AND DELIVERABLES

Total duration of this project is Three (3) months. Work schedule for a website as follows.

	Activity	Due date	Deliverable	Payment % of Total Payment
1.	Initial Meeting and Kick off	Day 01	-	
2.	**Plan:** Project Planning and Scheduling Project Plan Review Analyze proposed requirements High level structure of the web design	Commencing date + Week 01	- Project management plan and implementation approach - QA plan and test cases - Acceptance criteria for Deliverables, UAT.	10 %
3.	**Design:** - Web templates design - Web portal design - Define acceptance criteria for deliverables, UAT, operational acceptance - Design test strategy and prepare test plans	Commencing date + Week 01	-	
4.	Develop and Test: - Develop and approved web sites and web portal	Commencing date + Week 03	Approved templates	20 %
5.	QA and UAT Testing	Commencing date + Week 04	QA and UAT report	-
6.	SLCERT security Audit	Commencing date + Week 05	SLCERT security assessment report	
7.	Clone the websites	Commencing + week 07	Cloned sites	20 %

8.	Training session	Commencing date + Week 08	Attendance sheet, User Manual	20 %
9.	Deploy the websites in servers	Commencing date + Week 12	Progress report, functionality confirmation report, sign off the development	20 %
10.	Support and maintenance	Sign off Date + One Year	Support and maintenance report	10 %

7. TRAINING

7.1 Provide Training for IT staff of the District and Divisional Secretariat. The training should cover,

- Introduction to the CMS used
- Introduction to the Content Management methodology.
- Content uploading procedure (text, image, attachments, videos).
- Content management Troubleshooting.
- Web administrator training (user creation, privileges for content creation and authoring)

8. PROCEDURE FOR REVIEWING THE OUTPUT

There shall be 2 reviewing committees

a) Progress Review Committee (PRC):
   This will comprise members from Content Management Team and ICTA
b) Content Management Committee (CMT)

This will be setup by the District and Divisional Secretariat will be the single point of contact for this project. CMT will review the prototype and request necessary changes and finally agree for the proposed web structure. CMT will appoint members from relevant officers of the District and Divisional Secretariat for collecting and viewing the content. Content Manager will provide all approved information to the developer and signoff the content.

Review Level	Deliverable reviewed	Reviewed By
Progress Review meeting I	Proposed prototype	PRC
Progress Review meeting II	Fully functional English website	PRC
Progress Review meeting III	Completion of Complete website	PRC

Signoff stage	Training document with User and Administration User Manual of CMS	PRC

The User Manual will be reviewed at the signoff stage of the project.

Minutes of the Review Committee meetings should be provided within two days after each review by the consultant. The service provider should incorporate the committee recommendations in the next version of the website and the final review comments should be incorporated before signoff of the project.

9. CLIENTS INPUTS

Collaboration with ICTA will provide the following facilities to the consultant.

a. Arrange meetings with relevant end users and senior managers of ICTA and the selected District and Divisional Secretariats, if the need arises;

b. Provide a copy of the developed DS Portal website, District and Divisional secretariat websites.

Other than above listed facilities, no facilities whatsoever will be provided to the Successful bidder by the ICTA.